

# Pipette servicing

Providing support and traceability...  
ensuring compliance



## MULTI-BRAND PIPETTE CALIBRATION AND MAINTENANCE

Avantor Services offers a total care programme for calibration and service of single- and multi-channel pipettes, steppers, burettes, volumetric glassware, titrators and other liquid handling equipment. It provides traceable results to ensure that your equipment follows your quality system. The accuracy and precision of your liquid handling device is essential. Preventive maintenance and cleaning are a must for smooth operation and for a longer pipette life cycle.

In addition, for your device to remain compliant, regular pipette calibration is required by GLP, GMP, FDA and ISO.

## A COMPLETE SERVICE SOLUTION

- In-house
- On-site
- Express service

Avantor Services calibration service of pipettes, steppers, burettes and volumetric glassware covers:

- Calibration procedures according ISO 8655/ISO 4787
- Adjustment
- Preventive maintenance
- Corrective maintenance/repair
- Troubleshooting and diagnosis
- Calibration certificate
- Due time reminder system

We also offer our services on-site if required.

## WE SET THE HIGHEST STANDARDS TRAINED TECHNICIANS AND FULL ISO/IEC 17025 ACCREDITED FACILITIES

At Avantor Services we commit ourselves to use the highest standards for our pipette service.

- Calibration according to ISO 8655
- Genuine spare parts for repairs
- Accredited competence centre is fully compliant with ISO/IEC 17025
- Our services are fully certified and our technicians are trained by the manufacturers

## TRACEABLE FROM BEGINNING TO END

Every calibration is registered with a calibration certificate including individual calibration results. If an accredited calibration according ISO/IEC 17025 is required, a certificate is provided with the accreditation logo which gives direct traceability to a national standard.

In the case of pipette adjustment, you will receive two calibration certificates from us, one from before the adjustment and one after. We also have the possibility to perform an 'as-found calibration'. This might be very useful, especially for GLP-laboratories.

Every calibrated pipette gets a calibration label with calibration and recalibration date (if requested). To keep your pipette in a calibrated status we have our due time reminder system (if requested).

This system will inform you about the due time for your pipette's calibration and service.



## PIPETTE INSURANCE PLANS

Based on our 20 years of experience in calibrating, repairing and servicing pipettes and other liquid devices, we have created Pipette Insurance Plans which are a complete service package tailored to meet your needs.

### PIP LIGHT ECONOMIC CALIBRATION

If your pipettes are calibrated several times a year, maintenance might not be needed with every calibration. This may be the plan for you.

For this plan, we calibrate four measurements on minimal volume and four measurements on nominal volume.

If the pipette does not pass the test, we will do what is necessary to get this pipette within the requested specifications, which will be charged additionally.

### PIP ECO PREVENTIVE MAINTENANCE, ECONOMIC CALIBRATION

When you want to be sure your pipettes get the best possible lifespan, maintenance is key. In that case PIP Eco is the solution for you.

When you choose this plan, we first perform an extensive, preventive maintenance on your pipette. Followed by a calibration with four measurements on minimal volume and four measurements on nominal volume.

### PIP CLASSIC PREVENTIVE MAINTENANCE, CLASSIC CALIBRATION

This plan is the intermediate, as we first perform an extensive, preventive maintenance on your pipette. Followed by a calibration with 10 measurements on minimal volume and 10 measurements on nominal volume.

### PIP PRO PREVENTIVE MAINTENANCE, CALIBRATION ACCORDING TO ISO 8655

As with the PIP Eco and Classic, we conduct an extensive, preventive maintenance to ensure your pipettes are always in perfect condition. Additionally, we conduct a calibration on three volumes; 10% from nominal volume, 50% of nominal

volume and nominal volume. We calibrate these volumes all with 10 measurements.

This maintenance plan is according the ISO 8655 norm.

### PIP CARE ENSURING YOUR PIPETTES ARE IN TOP CONDITION

Calibration is a standard in quality assurance, but what about preventive maintenance? Frequent calibration is important to ensure the accuracy and repeatability of a pipette. Proper preventive maintenance is often something that is underestimated when doing the calibration of a pipette. PIP Care will help you, when doing your own calibrations, by ensuring a clean and perfect running pipette.

We perform the maintenance for you by taking the pipette apart and cleaning it completely. The part that needs to be lubricated is lubricated. The lubrications used are subscribed by the supplier. Then the pipette is reassembled again.

The pipette gets a sticker to show that maintenance has been performed.



## DOUBLE CALIBRATION CERTIFICATES AND REPAIR GUIDELINES

For all plans we will check the calibration results against ISO 8655 specifications. In the case of an 'out of specification' situation we will adjust the pipette and recalibrate. In this case you will receive two calibration certificates, one before and one after adjustment.

When we have performed an 'as-found calibration', we will, if we are experiencing 'problems' with the pipette, immediately start to adjust or repair. So, you will never receive more than two certificates for one instrument.

In case of repairs exceeding 50% of the value of a new pipette, we will send a quotation. Below this value we will repair the pipette directly without informing you upfront, this to keep the shortest turnaround time.

## CUSTOM CALIBRATION OR SPECIFIC REQUIREMENTS, NO PROBLEM!

If you have specific requirements, we offer custom calibration services that are tailored to your needs.

Please contact us for more information or request a quote via [vwr.com/pipet\\_services](http://vwr.com/pipet_services)

Pipette Insurance Plans	PIP Light	PIP Eco	PIP Classic	PIP Pro	PIP Care
<b>As Found Calibration Optional</b>	Economic calibration	Preventive maintenance, economic calibration	Preventive maintenance, classic calibration	Preventive maintenance, calibration, according to ISO 8655	Preventive maintenance by experts
As found calibration according to chosen plan. ISO 8655 (3 volumes with 10 measurements)	Not applicable				Not applicable
Checked against ISO 8655-specifications	Not applicable				Not applicable
Calibration report	Not applicable				Not applicable
<b>Preventive Maintenance</b>					
Disassembling of pipette and check on worn/defective parts		*	*	*	*
Professional cleaning internal and external parts		*	*	*	*
Lubrication of seals, O-rings and piston, if applicable		*	*	*	*
Assembling pipette		*	*	*	*
Leak and function testing		*	*	*	*
<b>Calibration</b>					
Calibration according ISO 8655 (3 volumes - min., mid., max. - with 10 measurements) - (if min. 10% is not possible than the lowest pipette volume)				*	-
Mono-channel: 2 volumes min., max. with 10 measurements (if min. 10% is not possible than the lowest pipette volume)			*		-
Multi-channel: 2 volumes min., max. with 5 measurements per channel (if min. 10% is not possible than the lowest pipette volume)			*		-
Quick calibration 2 volumes - min., max. - with 4 measurements (if min. 10% is not possible than the lowest pipette volume)	*	*			-
Checked against ISO 8655-specifications	*	*	*	*	-
Calibration report	*	*	*	*	-
Adjustment and recalibration when needed (not included in price)	*	*	*	*	-
Calibration report 'after adjustment'	*	*	*	*	-

### Supplementary Insurance Plan Agreements

These are the standard agreements applicable for all the above plans

Recall	6 months
Language	English
ISO 17025 RvA	Yes
As found calibration	No
Calibration sticker	Only calibration date
Repair	>50% quotation